



## **COUNTY OF YORK JOB DESCRIPTION**

Family Services Specialist  
Community Services  
Children & Family Services

Human Resources Department  
120 Alexander Hamilton Blvd.  
Yorktown, Va. 23690  
Phone: 757-890-3687  
Fax: 757-890-3699

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### **GENERAL STATEMENT OF JOB**

Performs basic counseling and human services work in the Children & Family Services Division. Recruits and assists with enrolling children in the Head Start Program, and ensures that Head Start Program services and community services are available to enrolled children and their families. Responsible for interviewing families, assessing their needs, and developing strength-based action plans. Maintains accurate data on each family in order to facilitate program services and assess the impact to families served. Serves as a liaison between the families and community agencies. Attends training sessions and seminars as needed. Assists in providing literacy services with the goal of promoting literacy to the families served in the County Head Start program. Work is performed under regular supervision.

### **ESSENTIAL JOB FUNCTIONS**

Works as a case manager; gathers and reviews pertinent family data; assists families in identifying family strengths and weaknesses, and assists families in cultivating their strengths; conducts family needs assessments; refers families to ancillary agencies in order to achieve goals, as appropriate.

Creates and maintains case records, case narratives, service updates, and case documentation summaries; maintains statistical data and ensures that accurate records are maintained. Reports needs of children and parents to appropriate content area specialists while protecting the confidentiality of all information.

When needed will assist teachers in providing developmental services to children in the County Head Start program; assists teachers in carrying out daily classroom schedule and assisting children with personal needs. Provides assistance in ensuring that the center, classroom, and playground environment is safe and in good condition for children at all times. Responsible for assisting in the supervision and care of children.

Establishes and maintains confidential records and files. Maintains records and data including time sheets, family contacts, mileage, family needs assessments and other related report; submits a variety of reports and information to supervisor as required.

Collaborates with community agencies to ensure that families have accessibility to services that support their well-being. Serves as the intake specialist and maintains accurate files.

Recruits families following current recruiting procedures; assists in recruiting and assisting parent volunteers, as needed; compiles information and submits monthly reports concerning volunteers; prepares and sends thank you notes and other correspondence. Assists Family Services Coordinator in conducting parents' orientation and parent committee meetings.

Provides general support as needed, including substituting for other staff members and teaching staff.

Researches and facilitates training/meeting presentations for parent education workshops. Works with outside entities to secure trainers for needed parent workshops.

Notifies parents of educational opportunities available to them; assists in planning, and attends parent meetings; serves as co-facilitator in parent trainings; assists and trains parents with planning and carrying out activities for their children to promote school readiness in the home.

Assist staff with necessary screenings, and reviews health records. Coordinates with staff to ensure that children receive recommended treatment and follow-up. Makes home visits to families as needed or required.

Collaborate with teachers and other center based staff to provide seamless services to assist children and families.

Provides supportive services to families involved in emergencies or crises situations.

Attends staff meetings and training sessions, as required.

### **ADDITIONAL JOB FUNCTIONS**

Must assist at special events which may include evenings and weekends.

Takes notes at monthly meetings and prepares the minutes.

Transports families to various community agencies and head start functions, as needed.

Performs other related work as required.

### **ENTRY KNOWLEDGE, SKILLS, AND ABILITIES**

General knowledge of personal computers, including the use of Microsoft Office to prepare notices, flyers, and reports.

Some knowledge of early child development, psychology and literacy.

Some knowledge of service providers generally available for families at risk.

Effective oral and written communication skills.

Ability to communicate, interact, and build positive relationships effectively with people from a variety of socio-economic and diverse backgrounds.

Time management and organizational skills and the ability to prioritize and multi-task.

Ability to perceive and deal with sensitive issues while maintaining confidentiality and objectivity.

Ability to work as a team player and interact/assist other employees as necessary.

### **EDUCATION AND EXPERIENCE**

Any combination of education and experience equivalent to a bachelor's degree in early childhood development, social work, psychology, or a related field, and some related case management experience.

### **SPECIAL REQUIREMENTS**

Must possess or be able to obtain a valid driver's license issued by the Commonwealth of Virginia.

Requires an initial physical examination to include a screening for tuberculosis, and periodic re-examinations to ensure the incumbent poses no significant health risk to the participants in the Head Start Program.

Requires acceptable criminal and child protective services background checks, and CPR and First Aid Certifications.

### **PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including common office machines such as calculators, copiers, etc. Must be able to drive a motor vehicle. Work involves some walking, stooping, and standing when doing home and classroom visits, some lifting of books between 10-20 pounds, pulling, and/or pushing of tables and chairs and other objects for open house and other events.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments or directions to others, as well as receiving instructions from others.

**Language Ability:** Requires the ability to read and prepare a variety of reports, correspondence, invoices, forms, records, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to plan work and develop procedures; to learn and/or evaluate complex information in order to make judgments and decisions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress.

**Physical Communication:** Requires the ability to talk and hear.